Bruhat Bengaluru Mahanagara Palike

Tender Notification No: DCIO-IT/PR/26/2023-24, Dated: 27-12-2023

Providing 42 Software Engineers / Resources to BBMP IT Section Under e-Procurement System

Prebid Queries of Providing 42 Software Engineers / Resources to BBMP IT Section (Dated: 08-01-2024 @ 16-00 Hrs)

Representatives Present:

1. Mr. Karthik Balachandra, Vice President, Email: karthik.balachandra@aloisstaffing.com, Ph: 98864 11866 from M/s ALOIS

2. Mr. Senthil Nathan R, Senior Regional Manager - Sales, Email: senthil.nathan@abmindia.com, Ph: 9076023744 from M/s ABM Knowledgeware Limited

Sl No	Clause	Page No	Description of Clause in RFP	Clarrification Sought / Madification Requred	Decision Taken
1	2	3	4	5	6
A) M/s ALOIS SOLUTIONS: Email received from: karthik.balachandra@aloissolutions.com Dtd: 03-01-2024					
1	Eligibility Creteris for Bidders Clause 4(vii) & 4(viii)	15	The bidder shall have satisfactorily executed at least one consultancy work for at least 1 year duration or IT/e-Gov project for Govt of India or Govt of Karnataka or BBMP for value not less than INR 3 Crores in the past 6 years ending 31st March 2023. The bidders should not be a defaulter or a black listed firm in respect of any tender or contract in any of the Government departments/authorities/PSUs or companies	I represent an organization called Alois Solutions Pvt limited and has capabilities to staff engagements for Software and IT related roles, as an organization we operate in 7 countries and manage about 12 offices globally, We are entering Karnataka Government for the first time and seeking your valuable time to relax Work done norm for Government. However, we can provide PO/WO. Master service agreement that we service private organizations as a proof that we can provide IT resources. We are updated on the Tax returns, GST, ESI, and PF etc. we operate on a standard model and give equal opportunities and benefits to our employees. I am hereby attaching our company details for your reference and request you to kindly consider our request and help us in participation and work with you. We are very hopeful to being in best result in this engagement.	No Change
B) M/s CMS COMPUTERS LIMITED (INDIA) : Email received from: dhanya_pm@cms.co.in Dated: 06-01-2024					
1	3.1 Scope of work	7	The bid winner shall place the resource within 30 days of the date of placement of specific indent for the resource of specified qualification, skill and experience	As you are aware IT companies has the highest notice period going up to 3 months (90 days). Considering this , request you extend the resource deployment time to 60 days from the date of placement of specific indent	45 days allowed. It is expected that Agency has its own manpower which it should be able to deploy.

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2	3.3 Penalties and liabilities	8	In case the manpower agency fails to make in time payment to the resources then the Bid winner is liable for penalty @ 10% of its service charges for that month. Failure to make in-time payment for the purpose of this penalty clause means non payment until end of succeeding month	This clause mentioned for in time payment to the deployed resources. As per clause 3.7 Payment to resources placed with BBMP IT cell, Page no. 11 "In case of exigencies wherein there is delay in making the payments to the agency by the BBMP, the agency should be in the position to pay the resources promptly within 10th of every month for a period of 3months in spite of delay from the BBMP". In a scenario, suppose if the department has not made the payment to the bidder for one quarter. Example, assume the bidder has not received payment from March 2024. However they have paid salary to resource in March 2024, April 2024 and May 2024. That is Bidder has made 3 months salary to the resource insapite of not paid by department. However In case if the bidder delays the salary in June 2024 since they are not paid by the department for more than 3 months, In such scenario will the department deduct mentioned penalty of 10% of the service charge for that month.	It is clarified that if BBMP fails to pay even after 3 months from date of a valid Invoice submitted by the Bid Winner then no penalty shall be levied for delayed payment to the deployed personnel. Provided that whether or not BBMP makes payment to the Vendor, the Vendor shall continue to pay the personnel.
3	3.6 Replacement of resources	9	The BBMP IT section will periodically evaluate the work of the resources placed by the manpower agency. In case of poor performance of any resource the same will be communicated to the resource and will be given an opportunity for the improvement. However in case the resource shows no improvement within defined period of 15 days the manpower agency shall replace such a resource within 30 days of a request for replacement of the BBMP IT cell	As you are aware IT companies has the highest notice period going up to 3 months (90 days). Considering this , request you extend the resource deployment time to 60 days from the date of placement of specific indent	Allowed
4	3.9 Leave Rules	9	3.9 Leave Rules	Considering female resources, as per Rules of Maternity leave Policy in India, request you to add Maternity leave as well	Maternity Leave shall be admissible as per applicable rules in this regard. Provided that Personnel will be encouraged to do Work-from-Home during the Maternity Leave Period.
5	3.15 Service Level Requirements (SLR) and penalties	14	Each resource required by BBMP IT cell as per this RFP shall be deployed by the agency within 30 days of placement of indent by BBMP IT Cell specifying the qualification, skill and experience of the resource	As mentioned earlier, since the notice period in IT companies can go up to 90 days, we request you to extend the deployment timeline to 60 days	45 Days allowed

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6	3.15 Service Level Requirements (SLR) and penalties	12	The replaced resource will be accepted by the BBMP IT cell as per its evaluation criterion and is found suitable to the satisfaction of the BBMP IT CELL. The outgoing resource should complete the knowledge transfer with the replaced resource as per the satisfaction of the BBMP IT cell. The bidding firm shall be allowed 30 days to replace the resource	As mentioned earlier, since the notice period in IT companies can go up to 90 days, we request you to extend the replacement timeline to 60 days	45 Days allowed
7	3.15 Service Level Requirements (SLR) and penalties	12	Remuneration Penalty: In case of any delay by the manpower agency in making payment to the resources placed with BBMP IT cell, the agency shall be liable to pay a penalty of Rs. 100 per day per resource	This clause is contradicting with the clause 3.3 Penalties and Liabilities. Kindly clarify	3.3 will prevail
8	3. Commercial bid Evaluation	20	This explained as follows- The monthly payment rates of the personnel shall be fixed. Let this monthly payment for the deployed personnel for a given tender be Rupees Z. The payment of the "service charges" to the manpower agency shall also be fixed @ 10% of Z	As per the RFP clause 3.1, scope of work, page no 10, "The manpower agency shall be paid fixed service charges @ 15% of the payment actually made each month for the deployed resources". As per this clause service charge to manpower agency shall also be fixed @ 10% of Z. Both these clause contradicting. Kindly clarify	In this RFP Clause 10% shall be read as 15%
9	6.5 Performance Bank Guarantee	25	The performance Bank Guarantee will be as per the commercial bid given by the bidder and valid until three months after completion of contract term (i.e.. 15 months)	As per RFP page 1, the initial contract duration mentioned is 2 years. And as per this clause PBG validity asked is for 15 months. Kindly clarify	PBG shall be valid 3-months beyond contract period of 24 months
10	4. Eligibility Criteria for Bidders	17	The bidder should have an average turnover of Rs. 10 Crores in field(s) given in (iii) in the last three accounting years i.e.. 2020-21, 2021-22, 2022-23 as evidenced by the audited accounts of the company (CA certified and audited turnover for 2022-23 will also be accepted for the purpose of fulfillment of this clause)	Since our company is audit is underway for FY 2022-23, we request you to kindly accept provisional Turnover for FY 2022-23. Or request you kindly allow us to submit the turnover for last 3 audited financial year i.e. FY 2019-20, 2020-21, 2021-22	Accepted. Plus provisional turnover of 22-23 will be acceptable.
11	Annexure 5	34	One senior & One Junior Network Administrator	As per this the no. of resource to be mentioned as 2 nos. However there is experience mentioned for Senior Network Admin, Junior Network admin and System administrator. Kindly clarify whether bidder should consider 3 resources or department will choose any two resource out of the three experience required	Consider it as three resources and reduce miscellaneous 12 personnel to 11.

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